SERVICE USER'S GUIDE.

Thorpe House is a delightful residence dating from the 18th century, the home of a successful manufacturer owning extensive lands stretching up towards Almondbury village centre.
The house has been extended on different occasions and previous owners have long since disposed of many acres it previously owned.
The house is a Listed Building situated within a Green Belt enjoying three acres of grounds and a south facing aspect. Whilst occupying a tranquil setting the community is immediately adjacent and the thriving village of Almondbury centre is close by with shops catering for many needs including banks, post office, newsagents, hairdressers/beauty salons, bakers, butchers and various other independent select shops.
Thorpe House was converted from a private dwelling to it's present status of a Care Home Nursing in 1989 and it has been owned and run by a family concern with experience of nursing individuals with mental health problems and have developed a well respected establishment.

THORPE HOUSE MISSION STATEMENT.
Thorpe House aims to provide 24 hour holistic nursing care to individuals aged 18 and over, suffering from enduring mental health problems within a homely environment, based on principles of respect and dignity. Ensuring that each individual's rights, opinions, choices, consent and independence are essentials for the provision of their care, and this care is provided in a manner that is conducive and meaningful to each individual service user, and good standards, according to the Health & Social Act (2008) and service users, are achieved.

STAFFING DETAILS.

REGISTERED PROVIDERS:	MR & MRS BLACK.
	MR & MRS CROFT.
	MR & MRS KNIGHT.
RESPONSIBLE INDIVIDUAL:	MRS RACHEL CROFT RMN.
REGISTERED MANAGER:	MR JAMES LOCKWOOD RMN.

Thorpe House has a full compliment of staff including senior staff nurses & staff nurses (Registered Mental Nurses (RMN)), senior nursing assistants, nursing assistants, house supervisors, domestics, a chef & a kitchen hand.
There is always at least 1 senior/staff nurse & 4/5 senior/nursing assistants on duty during the day & a senior/staff nurse & either 2 senior assistant / nursing assistant on night duty. All staff receive appropriate training for their position and provision of nursing care.

STATEMENT OF PURPOSE.
W e have a detailed written Statement Of Purpose that is available on request. This service user's guide is a shortened version of this document.

TERMS AND CONDITIONS.
Please see appendix 1 for full terms and conditions of admission to Thorpe House.

REFERRAL TO THORPE HOUSE.

Mrs Rachel Croft & Mrs Auriol Turner completes all referral procedures. This procedure consists of the following steps:

- Receipt of a referral by a person involved in the prospective service user's care.
- Visit from the above persons to a place convenient for the service user to complete referral assessment and provide information about Thorpe House. The assessment clarifies what the needs & requirements of the prospective service user are.
- Service user & family/significant others are invited to visit Thorpe House and meet staff and existing service users. This can be a short/day visit.
- From the assessment and service user visit, all parties can decide whether Thorpe House can meet the needs of the service user.
- Weekly costs based on the amount of nursing care required are sent to the funding body.
- Subject to funding body agreeing the above fee, the prospective service user is invited to visit again (if desired) & subject to availability of beds, spend an overnight stay.
- Subject to availability of a bed, an admission date is organised or the prospective service user is placed on a waiting list & kept informed of the progress.

ADMISSION TO THORPE HOUSE.

- Where possible Mrs Croft &/or Mrs Turner are on duty for new service user's admission.
- Any further information is given & questions/concerns discussed in a private area including matters directly involving their care.
- Terms & conditions are signed by the service user or representative.
- Service user is re-orientated to the rooms, in particular their private quarters & reintroduced to staff and existing service users.
- Personal property is recorded on their personal property sheet & any monies they wish to have stored in the safe, taken and recorded.

It is understood that admission into any place of residence is stressful and an anxious time, & we make all attempts to make this period as stress free, pleasant & comfortable as possible.

CONFIDENTIALITY & CONSENT.

There is a strict code of confidentiality at Thorpe House that all staff must adhere to. All written documents & verbal reports are kept confidential & only shared with the service user, staff, other professionals involved in the service user's wellbeing, relatives/significant others/representatives are only included if the service user has consented to this.
Any staff who breach the confidentiality of a service user are subject to disciplinary procedure under gross misconduct.
All service users are requested to sign a consent form for the following:

- Acceptance for medication.
- Involvement of relatives/significant others/representatives in their care.

Information shall be provided to ensure that any decision of consent is made with awareness of what the consent is for, the reasons & how & when it will affect the service user.
Consent can be withdrawn at anytime verbally or in writing.
Staff always seek verbal consent before & during any nursing care.
We view consent as being a major factor of the service user's dignity and independence.

There are policies available to view at request concerning both the above matters.

PROVISION OF NURSING.

Thorpe House is a Care Home 'Nursing' for people with mental health problems & is designed for medium to long-term care. We do not take emergency admissions.

Every service user has a comprehensive nursing assessment completed within four weeks of admission & from this, care plans are written. These care plans identify problems that the service user experiences & requires assistance with. These care plans record the problem & how it affects the service user. We identify a goal, what we hope to achieve by helping the service user with this problem. We then record detailed step-by-step ways to help the service user in order to reach the goal.

Both the assessment & care plans recognise the individuality, dignity, choice & independence of the service user.

The service user is supported to be involved in all the above steps, expressing their opinions, choice, concerns & desires, which are taken into account whenever possible. The service user is also requested to sign these documents where possible. In the event that the service user is unable to sign, we request a representative to read and sign them, i.e. their social worker etc.

A service user can view their documents at their request at any time.

KEYWORKER SYSTEM AT THORPE HOUSE.

On admission the Registered Manager designates a staff nurse to be responsible in completing the areas discussed above & this staff nurse would be referred to as the keyworker for the service user. This keyworker is supported by a group of senior/nursing assistants referred to as associate nurses.

The service user is informed of their keyworker on admission, but may make a request to change their keyworker to the Registered Manager.

EXTERNAL PROFESSIONAL INVOLVEMENT.

All previously involved professionals prior to admission to Thorpe House are encouraged to continue their involvement, i.e. social worker, community nurse etc.

The service user will continue to see their Consultant Psychiatrist in outpatient appointments, however, there is a Consultant Psychiatrist employed by the Calderdale & Huddersfield Health Trust who provides an in house service, visiting about every six weeks & may extend this service to new service users if desired.

Service users are requested to transfer to a local GP service at Kirkburton Health Centre, however, if they wish to remain with their present GP, then this is honoured subject to the GP's agreement & the surgery locality. The service user is seen by the GP annually or sooner where necessary.

There are local dental & optician services available. However, any costs incurred using these services are payable by the service user.

A private chiropodist attends Thorpe House about every four weeks, however, a charge applies to this service & is payable by the service user.

If a service user requires referral to any hospital service, this is completed by the GP.

Thorpe House staff escort service users to all appointments where required.

Service users subject to Care Programme Approach (CPA) and/or 117 Aftercare meetings will continue as before.

MEDICATION.
All medications are obtained, checked & dispensed by a RMN. Written consent to accept medication is obtained via the service user or representative signing a statement to this affect. Verbal consent is also sought on each occasion medication is given. A service user can withdraw consent at anytime.
The RMN will always discuss why the medication is given & what for, as well as what side effects may occur. This includes regular, "as required" and newly prescribed medication.
Only a doctor prescribes any medication and the RMN will endeavour to ensure that any medication prescribed does not have adverse effects with any condition or other medication that the service user has.
If a service user is capable of self-medication, then the appropriate facilities will be provided within their room with staff support.

MEALS.
Breakfast: served between 7:00am & 9:30am.
Morning Drink: 8:00am
Mid Morning Drink.
Lunch: 12:30pm & 1:00pm.
Mid Afternoon Drink.
Dinner: 4:30pm & 5:30pm.
Supper: 7:30pm onwards. Late Drink: 10:30pm

We offer a choice of menu at Breakfast & Lunch, service users choose these on a daily basis. Dinner is the principle meal of the day.
Snacks & drinks are available 24 hours a day on request. Service Users can help themselves to drinks throughout the day & support is given to those who require help. There is always a choice of coffee, tea & fresh water.
Emphasis is placed on fresh produce of the season and all menus are checked by a dietician to ensure they are nutritionally balanced.
Qualified catering staff freshly produces all meals.
Special diets can be catered for.

Meals are served within the communal dining room, but may be taken within private rooms if appropriate & safe. Service users are asked not to store food in their rooms to avoid problems with pests, to ensure food & the service user's safety.

SOCIAL ACTIVITIES, LEISURE TIME & RELIGIOUS INVOLVEMENT.
Service users are encouraged to continue pursuing hobbies & interests wherever possible. Thorpe House also organises various activities ranging from involvement in constructive tasks such as personal laundering & ironing to film evenings, barbeque parties etc.
Socialising is supported via group activities & communal areas, & staff often join service users to converse. All activities offered at Thorpe House are optional.
Recognition of special events are supported and celebrated i.e. Christmas, Birthdays etc.
Service users are encouraged to use local facilities and have input in the wider community, using services such as local shops, library, hairdressers, banks etc. We also organise restaurant nights, cinema trips, holidays, shopping trips etc.
There is also a local technical college that offers courses for individuals with mental health problems.

There are several local churches in Almondbury that service users may visit for worship. We also have a local vicar who provides a service at Thorpe House. If a religion is not catered for locally, we assist the service user to find an appropriate person/establishment to cater for their religious requirements.

VISITING TIMES & CONTACT WITH FAMILY.

There are no set times for visitors, however, we request visitors try to avoid meal times and early morning/late night. It is advisable to phone Thorpe House prior to visiting to ensure that it does not clash with any appointments for the service user. We also have a pay phone that is available for service users to contact family & friends.

Private areas are available for visits.

We have a policy based on the Department of Health's guidelines for children visiting mental health units. This is available on request & should it affect the service user, will be discussed accordingly.

Service user may have day/overnight(s) leave at family/friend's home with prior arrangement to assists staff to organise medication etc.

COMPLAINTS PROCEDURE.

There is a detailed complaint procedure that is displayed within a wall cabinet in the entrance at Thorpe House and within the policy file. This procedure includes a time period to respond and investigate complaints. This procedure can be requested or discussed at anytime.

At Thorpe House we encourage service users, family/friends & other professionals to voice concerns/complaints to ensure that we provide a quality service to all concerned & can alter/improve our practice & standards where necessary.

A copy of the complaints can be seen in appendix 4.

ADVOCACY.

An advocacy service is available free of charge from Touchstone or Cloverleaf. This cam be organised on request or by staff where they feel that a service user should be represented & in their best interest, this would be discussed with the service user.

Touchstone & Cloverleaf's contact details are listed in appendix 3.

If an advocate is already involved in a service user's care on admission, then this is supported to continue.

Should a service user wish to use an alternative advocacy service, we endeavour to provide this, however, in the event that a charge is payable for an advocate, this cost will be payable by the service user unless the funding body agree to include the cost in the fee paid to Thorpe House.

There is a list of other external agencies that can be seen in appendix 3.

SERVICE USER'S PRIVATE BEDROOM.

There are 3 double rooms and 16 single rooms at Thorpe House. Double rooms that are shared by two service users have privacy curtains. A sink, wardrobe, chest of drawers, bed, bedside cabinet, chair & safe are provided in all rooms. 9 rooms are ensuite.

It is not possible to guarantee any specific bedroom for a service user due to the uncertainty as to when any particular bedroom will become available.

All service users are supported to personalise their bedrooms with personal belongings, however, consideration must be made regarding larger items & amount of belongings subject to the room's dimensions and Health & Safety risks.

PERSONAL FINANCES.
All service users are supported to participate in monetary responsibilities. It is requested that money kept at Thorpe House is stored in the safe & service users may request their money at any time. There is a procedure and records to promote security of money that can be reviewed/discussed on request. If a service user wishes to keep their own money, this would be discussed with them, including support on the safekeeping of this.
Any existing bank account can be continued, however, it is advantageous to transfer any account to one of the local banks found in Almondbury.
Service users are supported to collect benefits personally.
Service users subject to any legal financial supervision would continue as before, however, we request that an agreed amount be sent on at least a monthly basis to Thorpe House for the service user's use.
If a service user chooses to keep money in their possession, then Thorpe House cannot be held liable if this money is misplaced or lost. Personal safes are provided in all rooms

FIRE PRECAUTIONS.
There is a fully operational fire system at Thorpe House with smoke alarms or heat detectors connected. There is a detailed fire policy & all staff receive training to respond effectively in the event of a fire. There are also various fire fighting appliances located around Thorpe House i.e. fire extinguishers, fire blanket etc.

SMOKING.
There is a designated smoking area at Thorpe House that is designed to reduce fire risks & prevent smoke disturbing non-smoking service users.
We request that all cigarettes & lighters are kept in a locked cabinet only accessible by staff, to reduce the risk of fire. Service users who are identified as a danger whilst smoking may only smoke when observed by staff, this will be part of their plan of care.
Only service users at Thorpe House are allowed to smoke in designated area, otherwise, there is a strict no smoking policy for all other persons at Thorpe House & anywhere on Thorpe House grounds.

THORPE HOUSE POLICIES.
Thorpe house has a full compliment of policies & procedures that adhere to legal requirements and specific to Thorpe House. These policies are available to view and discuss on request.

MAINTENANCE OF STANDARDS.
Thorpe House is inspected by the Care Quality Commission (CQC) to ensure that we comply with the Health &Social Care Act (2008) that were developed by the Department of Health. Written inspection reports are completed by the CQC & are available to review at Thorpe House. A copy of the most recent report is always displayed on the service user's board
The Registered Manager & Responsible Individual also completes various checks to ensure that standards are maintained.

SERVICE USER FEEDBACK.
There are regular service user meetings held for service users to voice their opinion on the care they receive, policies, procedures & general environment & running of Thorpe House. There is also service user questionnaire handed out four times a year designed to gain the

opinions of the service users. Thorpe House then use the above information to assess standards and the manner that care is provided.

Should you require any further information, please find the contact details below:

Thorpe House
22, Finthorpe Lane
Almondbury
Huddersfield
West Yorkshire
HD5 8TU

Telephone: **01484 300385**
Fax: **01484 300368**

APPENDIX 2.

ALMONDBURY & IT'S FACILITIES.

The bustling village of Almondbury has a wide range of local amenities to serve immediate needs & interests.

Shops, Newsagents, Post Office, Ladies Outfitters, Small Supermarket, Chemist, Bakery, Butchers, Several Hair Salons, Florist, Small Gift Shops & Bistros and a Café can be found in the centre.

There is a regular bus service that commutes into Huddersfield Town Centre & a Larger Supermarket within 15-20 minutes walk or alternatively by bus.

Library.
A comprehensively stocked Kirklees Council Library is situated in Stocks Walk, off Westgate behind Hallows Church.

Financial Services.
HSBC plc, Northgate, Almondbury.
Halifax plc Local Agency, Northgate, Almondbury.
Bradford & Bingley BS Local Agency, Northgate, Almondbury.

Public Houses.
The village has several hostelries to suit a variety of tastes situated in Northgate & Westgate & also licensed Conservative & Liberal Clubs each with a bowling green facilities.

Pastoral Care.
All Hallows Church (C of E) Northgate.
Sunday Service: 10:30am & 6:30pm

Almondbury Chapel (Methodist) Westgate.
Sunday Service: 10:30am.

St Joseph (Roman Catholic) Somerset Road.
Sunday Service: 9:00am, 11:30am & 6:30pm.
There are also midweek services.

Huddersfield Central Sikh Temple, Prospect Street, Springwood, Huddersfield.

If a service user expresses another religious preference other than those above, every effort will be made to establish where that belief is practised.

APPENDIX 3.

EXTERNAL AGENCIES.

CARE QUALITY COMMISSION (CQC).

The CQC were set up by the Department of Health as a self funding body to inspect Care Homes to ensure that they were meeting the requirements of Health & Social Care Actt (2008). The CQC have the power to make recommendations & legally enforce action to improve standards and can close down any Care Home. They not only inspect policies & procedures, staffing issues, quality of care & the environment, but also speak to service users direct & family/friends for their opinions.

CQC, City Gate, Gallowgate, Newcastle, NE1 4PA. TELEPHONE. 03000 616161.

MIND.

The Mental Health Charity established in 1946, MIND has grown into a major network throughout the country. Drawing on the experience & skills of Mental Health service users & professionals, the MIND network has become the largest voluntary sector provider of quality community care. Local MIND Associations offer many services including supported housing, crisis help lines, drop-in centres, counselling, befriending, advocacy, employment & training centres.

TRENT YORKSHIRE MIND REGIONAL OFFICE, 44 HOWARDS STREET, SHEFFIELD, S1 2LX. TELEPHONE 0114 2721742.

SAMARITANS.

A nationwide charity providing confidential emotional support to anyone in crisis. A non-religious & apolitical organisation relying mainly on donations from the public. All branches can be phoned day or night, 7 days a week including Bank Holidays. All branches are open to personal callers any day or evening.

THE SAMARITANS, 47, TRINITY STREET, HUDDERSFIELD, HD1 4DN. TELEPHONE 01484 533388.

CLOVERLEAF & TOUCHSTONE.

Mental Health Advocacy Services, none profit making, independent from the people who buy or provide Mental Health Services. Both services will make sure that the views, opinions & needs of the service users are listened to & receive the help & support they need. The services offered by these services are free of charge. Touchstone provide the service for informal service users & Cloverleaf for those under the Mental Health Act

CLOVERLEAF ADVOCACY, TELEPHONE 01924 438438

TOUCHSTONE ADVOCACY, TELEPHONE 0113 271 8277.

CITIZENS ADVICE BUREAU.

The citizens advice bureau offers free & completely independent advice & information on a wide range of subjects. All enquiries are dealt with in strict confidence. Advice is given professionally by trained voluntary & paid staff.

CITIZENS ADVICE BUREAU, 6, PETERS STREET, HUDDERSFIELD. TELEPHONE 01484 425240.

SANELINE.

A national out of hours telephone help line for anyone coping with mental illness whether they are sufferers, carers or concerned relatives or friends. Saneline is open every day of the year between 2:00pm & midnight.

CALLS CHARGED AT LOCAL RATES. TELEPHONE 0345 678000.

APPENDIX 4

COMPLAINTS PROCEDURE

1. ALL COMPLAINTS MUST BE DOCUMENTED IN THE THORPE HOUSE COMPLAINTS BOOK.

2. ALL COMPLAINTS MUST BE DEALT WITH BY THE NURSE IN CHARGE. IF THE COMPLAINT IS RESOLVED AT THIS POINT, THEN THE CHARGE NURSE MUST STILL CONTACT THE NURSE MANAGER TO INFORM THEM OF ALL DETAILS OF THE COMPLAINT.

3. IF THEY ARE UNABLE TO RESOLVE THE COMPLAINT AT THIS POINT, AN APPOINTMENT AT THE EARLIEST POSSIBLE CONVENIENCE WILL BE ARRANGED WITH THE NURSE MANAGER MR J LOCKWOOD OR ONE OF THE MANAGING PARTNERS.

4. ANY INVESTIGATIONS REQUIRED INTO THE COMPLAINT WILL BE UNDERTAKEN IMMEDIATELY IN AN ATTEMPT TO BRING THE MATTER TO A SATISFACTORY CONCLUSION AS QUICKLY AS POSSIBLE. A WRITTEN ACKNOWLEDGEMENT SHALL BE MADE WITHIN TWO WORKING DAYS FOLLOWING THE MEETING WITH ONE OF THE NURSE MANAGER OR MANAGING PARTNER/S, UNLESS A FULL REPLY CAN BE SENT WITHIN FIVE WORKING DAYS.

5. A RESPONSE TO THE COMPLAINT WILL BE MADE TO THE COMPLAINANT WITHIN 20 WORKING DAYS OF THE MEETING WITH THE NURSE MANAGER OR MANAGING PARTNER/S. IF BY THIS TIME THE INVESTIGATION IS STILL IN PROCESS, THIS RESPONSE WILL INCLUDE WHAT HAS BEEN FOUND TO DATE, AS WELL AS THE REASONS WHY THE CONCLUSION OF THE COMPLAINT IS DELAYED.

6. A FULL RESPONSE SHALL BE MADE WITHIN FIVE DAYS OF A CONCLUSION BEING REACHED.

1. IF THE MANAGEMENT OF THORPE HOUSE CANNOT BRING THE MATTER TO A SATISFACTORY CONCLUSION, IF THE COMPLAINANT WISHES, THE MATTER CAN BE DEALT WITH FURTHER BY: -

CARE QUALITY COMMISSION.
NATIONAL CORRESPONDENCE
CITY GATE
GALLOWGATE
NEWCASTLE
NE1 4PA
TEL. 03000 616161 EMAIL: enquiries@cqc.org.uk

2. ALL COMPLAINTS AND CONCLUSIONS SHALL BE REPORTED TO THE COMMISSION AS PART OF THE PROCEDURE, BY THE NURSE MANAGER.

APPENDIX 1.

TERMS & CONDITIONS.

THORPE HOUSE MISSION STATEMENT.

Thorpe House aims to provide 24 hour holistic nursing care to individuals aged 18 and over, suffering from enduring mental health problems within a homely environment, based on principles of respect and dignity. Ensuring that each individual's rights, opinions, choices, consent and independence are essentials for the provision of their care, and this care is provided in a manner that is conducive and meaningful to each individual service user, and good standards, according to the Health & Social care Act (2008)) and service users, are achieved.

1/ the weekly fee is inclusive / exclusive of other allowances that will be claimed for extra care received by the service user.

2/ the services covered by the fees are care, food, heat, lighting & laundry as required by the service user & staff expertise & levels to cater for risk elements & training. The facilities of the home shall include use of the service user's bedroom & all communal areas, in & outdoors.
Transport to & from appointments to see the GP, the Consultant Doctor & appointments organised by the above persons.

3/ There are no additional charges except for: -
External / community activities i.e. swimming, meals out, social clubs, bus fares, holidays etc. the service user shall be liable to fund or part fund any supervising nurse/s meals, drinks, admission cost or any other costs other than the nurses working time.
External therapy / treatments e.g. Aromatherapy, chiropody, dental, opticians etc.
External advocacy fees.
The service user shall from their own resources provide hairdressing, clothing & other items of a personal nature.

4/ In the event that a service user requires an escort to activities such as meals at a restaurant & other social events, the service user will be liable to pay for the escorting nurse's meal, ticket etc but not be charged for the nurse's time.

5/ Each service user shall be given the opportunity to have at least one week holiday per year. This is subject to the service user's mental health state. Should the service user wish to have a holiday, they are liable for any costs of the holiday, including spending monies. They will also be liable to fund the holiday's cost for any escorting nurse, but will not be charged for the nurse's working time.

6/ Within reason, Thorpe House will provide specialised equipment appropriate to the service user's care.

7/ Fees are reviewed annually or in accordance with significant change in care requirements. Four weeks notice of any increase will be given to the service user or funding body in writing.

8/ Thorpe House requires a minimum of four weeks notice of intended departure. Should the service user at any time temporarily vacate the home for a period in excess of one week, then to retain the service user's accommodation, 100% of the fee shall be charged. In the event that the service user deliberately breaks the terms of residence, the funding body will remain liable for the four week period of notice.

9/ Circumstances in which the service user will be required to leave Thorpe House are:-

- If the service user's GP &/or Consultant Doctor considers that the home is incapable of providing the type & level of care that the service user's condition requires.
- If the service user's physical condition / dependency outweighs the psychological treatment.
- If the service user's condition causes continued disruption to the normal running of the home & / or infringes the rights of other service users & / or contravenes the Terms of Residency.
- Thorpe House reserves the right to immediately terminate contracts & ask a service user to leave the premises in the case of proven drug / excessive alcohol use, violence, malicious damage & / or theft.
- Non-compliance with their care plan / treatment.
- Non-payment of the service user's fee.

10/ If there is an act of violence towards a service user or member of staff, then the victim of such an attack shall be offered the opportunity to report the matter to the Police Authority. Pending further action it may be necessary to provide 48-hour notice to the funding body to provide alternative accommodation for the perpetrating service user. Such incidents shall be reported to the funding body immediately, to allow for development of contingency plans.

Acts of violence related to mental health state may not necessarily mean termination of the contract, however, fees may require increasing to allow for more specialised intensive nursing care. Any acts of violence against a service user by a service user will be reported to the Safeguarding Vulnerable Adults Team as dictated by their policies & procedures, & may be subject to investigation by this team.

11/ Should a service user become acutely disturbed whilst residing at Thorpe House, then Thorpe House will negotiate treatment / care with the Consultant Doctor & attempt to nurse the service user at Thorpe House. However, we reserve the right to request a service user to be admitted to an acute unit for treatment within the Consultant Doctor's area. Fees will be payable as identified within section 8.
If the service user is successfully treated then Thorpe House will negotiate their return.
In the event that the treatment was not successful, then the funding body will need to seek alternative accommodation.

12/ No bedroom can be guaranteed or reserved for the service user. Thorpe House maintain the right to transfer the service user to an alternative bedroom should they feel it is necessary for the health & wellbeing of the service user.

13/ Thorpe House shall provide the following bedroom furnishings; carpets, draperies, bed with bed linen & duvet, one chair, a bedside cabinet, a chest of drawers, a wardrobe, a safe & hand / bath towels. These items remain the property of Thorpe House at all times.

14/ A service user may personalise their bedroom with personal belongings, however, this is subject to the room's dimensions & Thorpe House maintain the right to refuse items on grounds of size & Health & Safety issues.
All personal belongings are brought at the service user's own risk & in the events of any damage caused to any item, Thorpe House will not be liable to pay for replacement or repair, with exception of when staff causes any damage.
If the service user wilfully causes damage to any service user's, staff's or Thorpe House's property, then they shall be liable to pay for repair / replacement of the damaged item/s. the financial position & income of the service user shall be taken into account & where required, costs of repair / replacement paid on a weekly basis.

15/ Thorpe House provides furnishings for all communal areas.

16/ Should any service user purposefully damage any property of Thorpe House, staff & / or other service user's belongings, then the perpetrating service user will be liable to pay for repair / replacement of the damaged item/s.

17/ The first three calendar months is regarded as a trial period for both the service user & Thorpe House, & the contract can be terminated by either party during the trial period. The procedure for changing or terminating this agreement beyond the first month will be tendering of four weeks written notice or by mutual agreement.

18/ Thorpe House is registered as a Care Home Nursing with the Care Quality Commission, Citygate, Gallowgate, Newcastle, NE1 4PA, which is responsible for seeing that standards are maintained.

19/ Complaints can be referred to:-
Care Quality Commission at the address listed in point 18, Tel: 03000616161.

20/ Visiting is welcome at any time, however, Thorpe House reserves the right to refuse a visitor on the grounds of safety issues.
Thorpe House kindly requests any visitors who bring pets, not to allow them out of their car whilst on Thorpe House grounds.

21/ The policy on smoking is by arrangement i.e. in designated area, with escorting nurse where deemed necessary for the health & safety of the service user & others.
We request that all service users keep cigarettes & lighters in the locked smoking cabinet for safety issues.
Only service users are permitted to smoke at Thorpe House, otherwise, there is a strict none smoking policy in place for all staff, visitors & other persons within the building & on Thorpe House grounds.

22/ Criteria for admission:-

- To be within the stated registration categories & age group.
- For the service user to be assessed at home or in hospital, in accordance with our referral procedure, to ascertain whether we can meet their care & needs.
- For funding body's representative to fill in a referral form & furnish full records & medical reports.

Disqualifying symptoms under the admission procedures are as follows:-

- Acute state of psychosis & risk of suicide.
- Violent tendencies or sexual deviation likely to adversely affect other service users.
- Physical needs / dependency outweighing needs for psychological nursing care.

23/ The fees calculated for residency & nursing care at Thorpe House are done so on an individual basis, based on the service user's referral assessment. There are no set fees at Thorpe House. The following fee is applicable to the service user signing this document & are as follows:

Total Fee:

To Be Funded By:

Amount Funded by
Above Authority:

Amount Payable By
The Service User:

24/ Thorpe House reserves the right to change the terms & conditions, however, in such an event, all appropriate persons will be given four weeks notice of any changes.

I have read & understood the above Terms & Conditions & agree to abide by them.

Funding Body Representative's
Signature:_____.

Print Name:_____.

Position:_____.

Date:_____

Service User's Signature:_____.

Print Name:_____.

Date:_____.

Witness's Signature:_____.

Print Name:_____.

Date:_____

In the event that a service user refuses to sign, a second witness shall sign to the effect that the above named service user has had the Terms of Residency explained to them. If a second witness is required this should be a relative, representative or other professional not attached to Thorpe House.

Second Witness Signature:_____.

Print Name:_____.

Date:_____.

TERMS OF RESIDENCY.

- Thorpe House accepts no responsibility for the personal property & possessions of service users, unless they are handed over for safe keeping, this includes money & other financial items (i.e. bank cards, cheques, cheque book etc.)

- Thorpe House reserves the right to charge service users, in full, for any damage that the service user wilfully causes to property. Any charges shall take into account the service user's income & the sum may be paid on a weekly basis.

- The service user mutually agrees on monetary management with Thorpe House.

- To continue outpatient appointments with the appropriate Consultant Doctor.

- To register with a local GP to oversee physical & mental health including referrals to appropriate services or remain with present GP (subject to locality).

- The service user complies with prescribed medication – staff to administer & monitor. (the service user shall be given full information regarding their medication & excluding circumstances where refusal is reasonable.)

- Where possible, to liase with their keyworker to develop care plans & comply with these plans.

- To keeps a socially acceptable standard of personal hygiene and dress & allow staff to support with personal hygiene & dress, where required.

- To keep their personal environment clean & tidy or allow staff to support.

- To assist in keeping communal areas clean & tidy, be mindful of other's rights & opinions & behave in a socially acceptable manner.

- To inform staff should you feel unwell, particularly if you are feeling suicidal or considering harming yourself.

- Any service user who attacks another service user or staff may be subject to legal procedures for assault should the victim wish to report the matter to the police. This matter will also be reported to the Safeguarding Vulnerable Adults Team in Kirklees who may decide to investigate the matter.

- A service user who attacks a staff member may be subject to legal procedures for assault if the victim wishes to report this matter to the police.

- Under no circumstances should a service user bring any item that could be deemed as a weapon into Thorpe House.

- A service user must not bring drugs of any type into the home unless previously agreed with the Qualified Nurse on duty for symptomatic relief i.e. cough syrups, vitamins etc. These items must be handed over immediately to the Qualified Nurse for safekeeping.

- Any food items purchased must be kept in the kitchen for safe keeping. The service user must not share these food items with other service users unless agreed with staff. No food should be kept in their room to reduce the risk of pests, & ensure food safety & the service user's safety.

- No alcohol should be brought into the home, unless agreed with the Qualified Nurse, & in this instance should be handed over for safekeeping.

- A service user must not agree to buy any items for other service users or exchange / give any items to other service users unless previously agreed with the Qualified Nurse.

- The service user must mutually agree a smoking regime & only smoke within the designated area & be mindful of non-smoking service users. Those whose assessments / care plans identify them as a fire risk, must not smoke unless observed by a staff member.

- Thorpe House reserves the right to change the Terms of Residency. In the event of any changes the service user shall be given four weeks notice.

I have read & understand the above Terms of Residency conditions & agree to abide by them.

Service User's Signature:_____.

Print Name:_____.

Date:_____.

Witness's Signature:_____.

Print Name:_____.

Date:_____

In the event that a service user refuses to sign, a second witness shall sign to the effect that the above named service user has had the Terms of Residency explained to them.

If a second witness is required this should be a relative, representative or other professional not attached to Thorpe House.

Second Witness Signature:_____.

Print Name:_____.

Date:_____.